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| <b>Course unit title</b>                                | <b>CULTURAL DIVERSITY AND COMMUNICATION</b>   |
| <b>Course unit code</b>                                 | SD(SK)/6-9.1  |
| <b>Type of course unit</b>                              | Compulsory  |
| <b>Level of course unit</b>                             | First cycle   |
| <b>Year of study (if applicable)</b>                    | Third year  |
| <b>Semester/</b>  | Spring semester   |
| <b>Number of ECTS credits allocated</b>                 | 4 ECTS  |
| <b>Learning outcomes of the course unit</b>             | <p><b>Upon completion of the course unit, students will be able to:</b></p> <p>LO1. Understand and respect intercultural differences and cultural diversity.</p> <p>LO2. Communicate effectively with clients and colleagues in multicultural environments.</p> <p>LO3. Apply principles and theories of intercultural communication in social work practice.</p> <p>LO4. Analyse and resolve intercultural conflicts using appropriate communication strategies.</p> <p>LO5. Demonstrate intercultural competence and reflect on personal values, attitudes and cultural assumptions.</p> <p>LO6. Use verbal and non-verbal communication appropriately in intercultural contexts.</p> |
| <b>Mode of delivery</b>                                 | Blended learning  |
| <b>Prerequisites and co-requisites</b>                  | Introduction to Social Work; Fundamentals of Social Work; Social Work with Clients; Methods of Social Work.   |
| <b>Course contents</b>                                  | Concept of culture and classification of cultures. Cultural values and culture. Intercultural communication and its development. Theories and principles of intercultural communication. Intercultural verbal and non-verbal communication. Social worker's intercultural competencies. Stereotypes, prejudices and cultural assumptions. Intercultural conflicts and conflict resolution strategies. Communication in multicultural environments and development of intercultural awareness.   |
| <b>Planned learning activities and teaching methods</b> | Lectures, seminars, case analysis, group work, discussions, simulations, role-playing, problem-based learning, literature analysis, reflective learning, independent study and consultations.   |
| <b>Assessment</b>                                       | <p>Mini-project – 10%</p> <p>Problem-solving assignment and report – 10%</p> <p>Report – 20%</p> <p>Participation and feedback activities – 10%</p> <p>Examination – 50%</p>  |
| <b>Language of instruction.</b>                         | English   |
| <b>Work placement(s)</b>                                | Utenos kolegija Higher Education Institution Faculty of Medicine  |